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Significant events

Identifying and reporting significant events

Use the [Single Reporting Tool](#) (SRT) to report a significant event to the BOC.

CBSA managers are requested to submit event details within 15 minutes of the occurrence of the event. The Incident Reporting Criteria provide points of reference for what may be considered significant. Use your discretion and inform the BOC of any event deemed to have a significant impact on the CBSA.

During a significant event, the Border Operations Centre (BOC) functions as the primary channel through which stakeholders, responders, and the offices of primary interests (OPI) communicate plans and outcomes. In this capacity, the BOC facilitates situational awareness through timely and effective communication between the regions, duty executives, and the OPI.

A Regional Operations Centre (ROC) is activated at the request of the Regional Director General in response to particularly important or significant events. Once activated, a ROC serves as a pathway for communication between the BOC and the respective region(s).

Using the BOC as the primary channel for stakeholders, responders, and offices of primary interests to communicate plans and outcomes during significant events provides several benefits. It provides a consistent process for notifying CBSA executives about ongoing issues affecting the agency. It contributes to a consistent national response, provides a single point of contact for addressing significant events, provides 24/7 support, eliminates information silos, and removes the duplication caused by multiple requests for additional information to the affected region or OPI. The awareness provided through the Significant Event process empowers CBSA executives to manage ongoing events, and prepares executives for information requests from other government departments or the Minister's office.

SRT resources

- [SRT Regional Reference Guide](#)
- [SRT incident Report Criteria orientation](#)

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